SEP 2 3 2004

400 Seventh Street, S.W. Washington, D.C. 20690

National Highway
Traffic Safety
Administration

CERTIFIED MAIL RETURN RECEIPT REQUESTED

James Vondale, Director
Automotive Safety Office, Environmental & Safety Compliance
Ford Motor Company, Fairlane Plaza South
330 Town Center Drive, Suite 500
Dearborne, MI 48126

NVS-212jfa EA04-023

Dear Mr. Vondale:

This letter is to advise you that the Office of Defects Investigation (ODI) has completed Preliminary Evaluation (PE04-033) concerning allegations of door latch failure resulting in unintended door opening of the rear doors on the model year (MY) 2000 Ford Focus vehicles. Based on our analysis of the information received thus far, ODI has upgraded this matter into an Engineering Analysis (EA), which has been assigned identification number EA04-023. As part of the EA investigation, this letter requests updated and additional information from Ford,

In consumer interviews conducted by ODI, with both Ford and ODI complainants, 17 consumers reported that when the door came open, it opened completely. Items of groceries, pets and a rear seat occupant are reported to have fallen out of the vehicles. These consumer experiences suggest that this is an issue with the potential for full door opening.

ODI has received twenty-two additional reports of door opening incidents not previously provided to you. Fourteen of the reports are on 2000 MY vehicles, five are on the 2001 MY, and three are on the 2002 MY. A copy of each of the reports is enclosed for your information.

Please note that the "Subject vehicles" of this investigation has been expanded to include all MY Focus vehicles and the "Alleged defect" has been modified to include all reports of rear door latch failures.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- <u>Subject vehicles</u>: all Ford Focus vehicles manufactured for sale or lease in the United States.
- Subject component(s): all door latches produced for use in the rear passenger doors of the subject vehicles.





- Ford: Ford Motor Company, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Ford (including all business units and persons previously referred to), who are or, in or after January 1, 1995, were involved in any way with any of the following related to the alleged defect in the subject vehicles:
 - a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- Alleged defect: any failure, malfunction or otherwise unsatisfactory performance of the door latches of the rear passenger doors.
- Document: "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda. correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages. notes, annotations, working papers, drafts, minutes, records, audio and video recordings. data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs. microfilms, microfiches, statements for services, resolutions, financial statements. governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts. administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floopy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Ford, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note.

comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Ford or not. If a document is not in the English language, provide both the original document and an English translation of the document.

Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Ford has previously provided a document to ODI, Ford may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Ford's response to each request, identify the source of the information and indicate the last date the information was gathered.

- State, by model and model year, the number of subject vehicles Ford has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Ford state the following:
 - a. Vehicle identification number (VIN);
 - b. Make:
 - c. Model;
 - d. Model Year;
 - e. Date of manufacture;
 - f. Date warranty coverage commenced; and
 - g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA.

- State the number of each of the following, received by Ford, or of which Ford is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - Consumer complaints, including those from fleet operators;
 - Field reports, including dealer field reports;
 - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - d. Property damage claims;
 - e. Third-party arbitration proceedings where Ford is or was a party to the arbitration; and
 - f. Lawsuits, both pending and closed, in which Ford is or was a defendant or codefendant.

For subparts "a" through "f" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Ford's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f", identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

- 3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. Ford 's file number or other identifier used;
 - The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date:
 - Report or claim date;
 - i. Whether a crash is alleged;
 - Whether property damage is alleged;
 - k. Number of alleged injuries, if any; and
 - Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA.

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Ford used for organizing the documents.

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Ford to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- Ford's claim number;
- Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN:
- d. Repair date;
- Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment(s), if any, by the dealer/technician relating to the claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA.

- 6. Describe in detail the search criteria used by Ford to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Ford on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Ford offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
- 7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Ford has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Ford is planning to issue within the next 120 days.
- Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that have been conducted, are being conducted, are planned, or are being planned by, or for, Ford on the

<u>subject vehicles</u> that relate to, or may relate, to the alleged defect. For each such action, provide the following information:

- a. Action title or identifier;
- b. The actual or planned start date;
- c. The actual or expected end date;
- Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

- 9. Describe all modifications or changes made by, or on behalf of, Ford in the design, material composition, manufacture, quality control, supply, or installation of the subject component(s), from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
 - The date or approximate date on which the modification or change was incorporated into vehicle production;
 - A detailed description of the modification or change;
 - c. The reason(s) for the modification or change;
 - d. The part numbers (service and engineering) of the original component;
 - e. The part number (service and engineering) of the modified component;
 - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - g. When the modified component was made available as a service component; and
 - Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Ford is aware of which may be incorporated into vehicle production within the next 120 days.

- 10. Please provide one of each of the following:
 - Exemplar samples of each design version of the subject component(s) for model years 2001 through 2004;
 - Field return samples of the subject component(s) exhibiting the alleged defect; and
- 11. State the number of each of the following that Ford has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable):
 - a. Subject component(s); and

 Any kits that have been released, or developed, by Ford for use in service repairs to the subject component(s)/assembly.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number) Also identify by make, model and model year, any other vehicles of which Ford is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

- 12. Provide engineering specification drawings for all rear door latches produced for use in the subject vehicles. Information in the drawings should include all vehicle applications for which they are intended and all changes and/or modifications that have been made to the latches should be clearly annotated.
- 13. Incident sample rear door latches that have been obtained by ODI from complainant's vehicles exhibit very severe corrosion to the latch assemblies. What is Ford's opinion as to how and why these latches become so severely corroded?
- 14. In field inspections of subject vehicles ODI has noted severe corrosion of the rear door latches while the front door latches showed no apparent signs of corrosion. Provide Ford's assessment and its analysis as to why the rear door latches corrode so severely while the front door latches do not appear to corrode. Ford's response to this request should include but not be limited to discussion of the following:
 - a. The material properties of the metal components, including anti-corrosion treatments, plating, etc., in both the front and rear door latch assemblies;
 - b. The reasons for such severe corrosion to occur to the rear door latches; and
 - c. The geographic concentration of the complainants in "salt belt" states.
- 15. Discuss the function and purpose of spacer YS4Z-5426489-AA. Please provide two sample parts with your response.

This letter is being sent to Ford pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Ford's failure to respond promptly and fully to this letter could subject Ford to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Ford cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Ford does not submit one or more requested documents or items of information in response to this information request, Ford must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Ford's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by November 5, 2004. Please refer to EA04-023 in Ford's response to this letter. If Ford finds that it is unable to provide all of the information requested within the time allotted, Ford must request an extension from Mr. Thomas Z. Cooper at (202) 366-5218 no later than five business days before the response due date. If Ford is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Ford then has available, even if an extension has been granted.

If Ford claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Ford must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (69 Fed. Reg. 21409 et seq; April 21, 2004), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Ford is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call John Abbott of my staff at (202) 366-5221.

Sincerely.

Kathleen C. DeMeter, Director Office of Defects Investigation

Enforcement

Enclosure 1, one CD ROM titled Data Collection Disc containing three files Enclosure 2, 22 Vehicle Owner Questionnaires

Form Amproved: Q.H.S. No. 2127-0088

U.S. Department

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Vehicle Owner's Questionnaire

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Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

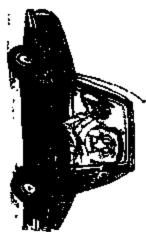
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Nametive Description of incident(s), Fallure(s), Cresh(ss), and injury(les) US Department of Transportation National Highway Traffic Safety Administration IF MAILED IN THE UNITED STATES 400 Seventh St., S.W. Washington, D.C. 20590 BUSINESS REPLY MAIL Official Business Penalty for Private Use \$300 WASHINGTON, D.C. POSTAGE WILL BE PAID BY NATE, HAVY, TRAPPIC SAFETY ADJUN. U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-216 400 7th Street, SW Washington, DC 20690 Tal.Markhilahidi adad and dial toll free at



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DOT Auto Safety Hotline (DASH) 2 DOT

888-DASH-2-DOT 1-888-327-4236

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM

DOT AUTO SAFETY HOTLINE

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Form Approved: Q.M.B. Ro. 2127-POHR FOR AGENCY USE ONLY 100216 **DOT Auto Safety Hotline** Repository 🔲 Date Received Vehicle Owner's Questionnaire U.S. Department To Report Vehicle Safety Defects of Transportation 1-888-DASH-2-DÓT National Highwey 18-AUG-2004 Reference No. (1-898-327-4236) Traffic Safety INTERNET:www.nhtsa.dot.gov/hotilne 10069238 Administration OWNER INFORMATION (Type or Print) E-mail Address phone Number Малье Address Evening Telephone Number State 1L ZID CITY PALOS HEIGHTS In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? Signature of Owner Date VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Model Model Year Make FORD FOCUS 2000 1FAHP3633YW Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: No: Cylinders 4 Original Owner Dealer's City State Zio Code Vehicle Component Code Antilock Brakes Transmission Type **Powertrain** 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH AUTOMATIC 🔀 Cruise Control Multiple Faiture: 3 FAILED COMPONENT(S)/PART(S) INFORMATION Fallure Mileage Fallure Speed Inddent Date(s) 10-MAY-2004 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Make The Model (Name or Number) Tire Size (Example P215/65R15) OOT No. (Example: DOTMAL9ABC036) Original Equipment Prior Repair Failure Location: Tire Component Code The Fallure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Make: Date Manufactured: Model No./Name: Seat Type: Installation System: Child Seat Component Code: Feiled Part: APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Falksrafs), Crash(as), and hittey (less).) Number of Persons Intured Number of Deaths Reported to Police Crash ٥ ⊟Yes XINo □Yes XINo N Harrative Description of Incident(S), Crash(es), and Injusy(les). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available). WHILE DRIVING CONSUMER NOTICED THAT THE REAR PASSENGER SIDE DOOR OPENED ON ITS OWN. CONSUMER WAS ABLE TO MAINTAIN

WHILE DRIVING CONSUMER NOTICED THAT THE REAR PASSENGER SIDE DOOR OPENED ON ITS OWN. CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND PULLED OVER. CONSUMER CLOSED THE DOOR, AND THE DOOR REOPENED ON ITS OWN. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION, AND MECHANIC WAS NOT ABLE TO DUPLICATE THE PROBLEM. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the Retional Highway Traffic Safety Act and ashequent area described. You are under no obligation to respond this questionness. You respond may be used to assist the MHESA in determining whether a Manufacturer should take appropriate action to carrect a safety defect. If the MHESA proceeds with administrative enforcement or fligation against a manufacturer, your responder or a statistical summary thereof, may be used in support of the agency's action.

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ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if available: Police/Five Department Report, Photos, and Repair Invoice.

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BOTH LOCKS IN THE REAR DOORS IN MY FORD FOCUS HAVE FAILED. MY COORS ARE NOW HELD CLOSED WITH BUNGEE CORDS. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice,

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-979 This information is requisited plantaint to instantly vented in the Actional Highest Act and subsequent amendments. You are under no obligation to respond this questionnairs. Your response may be used to easiet the NHTSA in determining whether a Manufacturer about take appropriate action to correct a solety defect. If the NHTSA proceeds with administrative enforcement or Rigotion against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agancy's action.

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U.S. Department of Transportation

DOT Auto Safety Hotiline

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT

FOR AGENCY USE ONLY	100148
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of Transportati		•		port Venk 1-888-D/			/BCLS				<u> </u>		
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Include, If available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-879 This information is requested present to eatherly vested in the National Sigherry Traffic Safety Act and extensional Survey and the recommendation of the Research Survey of the State of 1974-Public Law 93-879 This information is requested by the survey of the State of 1974 and extensional whether a Manufacturer should take appropriate action to correct a safety defect. If the SMTSA processes with a desirative enforcement or Rightion against a manufacturer, year response, or a statistical symmetry thereof, may be used in support of the agency a ection.

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DOOR. THE OTHER SIDE DOESN'T APPEAR TO LOOK ANY BETTER.*AK

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DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

FOR AGENCY USE ONLY 100092

Date Received

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The Privacy Act of 1974-Public Law 83-576 This information is requested personnt to authority vented in the festional Highway Traffic Sefety Act and subsequent amendments. You are under no obligation to respond this questionneits. Your responds the set to set to be MTSA in determining whether a Manufacturar should take appropriate action to correct a sefety defect. If the MTSA proceeds with administrative enforcement or Higheston applicat a manufacturar, your response, or a statistical susmany thereof, may be used in support of the agency's action.

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Include, If available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEFTS IF NECESSARY The Privacy Act of 1974-Public Law 93-578 This information is requested pursuant to authority vanted in the Matinai Highway Yraffic Sefety Act and expensional transfer and authority vanted in the Matinai Highway Traffic Sefety Act and expensional transfer and expensional

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Include, if everable: Police/Fire Department Report, Photos, and Repair Invoke.

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Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY The Privacy Act of 1974-Public Law 93-579 This information is required by present to authority vested in the National Highway Traffic Safety Act and asterograms graceniments. You are under no obligation to respond this quantionaries, Your response may be used to packet the NITSA in determining whether a Handfacturer should take appropriate action to correct a safety defect. If the NITSA proceeds with administrative enforcement or Rightion against a manufacturer, year response, or a statistical summary thereof, may be used in support of the agency's action.

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ATTACH ADDITIONAL SHEETS IF NECESSARY

Include. If available: Police/Fire Department Report, Photos, and Repair Invoice.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority wested in the National Highway Traffic Safety Act and authorizant amendments. You are under no obligation to respond this quasillansairs. Your response may be used to assist the NETISA in determining whether a Manufacturar should take appropriate action to correct a safety defect. (If the NETISA proceeds with administrative enforcement or Rightion against a sequirecturar, your response, or a statistical surrecturary thereof, may be used in support of the agency's action.

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of Transportal National High Traffic Safet	Vehicle Owner's Questionnaire of Transportation attional Highway fraffic Safety Intermediate To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERMET:www.nhtsa.dot.gov/hotfine								Oate Received Reposito 11-MAY-2004 Reference 1007236				
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SECURE ITSELF (WITHOUT THE FUNCTION OF THE LATCH), I OPTED NOT TO INSTALL A NEW LATCH AT MY EXPENSE. IS THE DOOR A HAZARD? PLEASE ADVISE. *AK

Include, If available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY The Privacy Act of 1994-Public Law 83-879 This information is requested personnt to make the property vertical in the Mathemal Paylong Traffic Select Act and asterogram ascendingwis. You are under no obligation to respond this qualitoscales. Your responds may be seen to seek the MITSA in determining whether a Manufacturer should take appropriate action to correct a select, if the MITSA proceeds with administrative enforcement or Rightion against a manufacturer, your may have, or a statistical summary thereof, may be used in apport of the agency's action.

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U.S. Department of Transportation

National Highway

DOT Auto Safety Hotiline

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

1-888-DASH-2-DOT (1-888-327-4235)

Date Received

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Repository 🗀

25-AUG-2004	Reference No.
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The Privacy Act of 1974-Public Law 63-579 This information is requested previous to authority vested in the National Highway Traffic Sefety Act and subsequent amondments. You are under up obligation to respond this questionnaire. Your response may be used to austrative interests in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NYTSA proceeds with administrative unforcement or stigation against a manufacturer, your response, or a statistical purmonly thereof, may be used in support of the agency's action.

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U.S. Department
of Transportation
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DOT Auto Safety Hotiline

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Date Received	Repository

U.S. Department of Transportation		Veh!	Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT							coelved	Rep	Repository	
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	•		P.E	APPL ease describe in			IT INFORMA 2 Failure(s), Co			erdest 1		,	
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Porto J	Latera estado i	OMA No.	2127-00B

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

FOR AGENCY USE ONLY 100	148
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Date Received

Repository [
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of Transportation To Report Vehicle Safety Defects 1-888-DASH-2-DOT									1				
Treffic	nai Highv : Safety :istratio		INT		(1-68)	8-327-4		27	7-AUG-2004	Reference No. 10088695			
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Address									//				
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				Plea				IT INFORM. L Failm(t). C			ev fact t		
Crash	\neg	Fire	$\overline{}$			rsons Intu		mber of Dea		_	ted to Police		
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he Privacy & reendments. hauld take a	ct of 1974. You are u	-Public L Militar Hip Laction I	Law 93-579 This o'Minstine to re	b informe respond ti fety dafe	etfos le req this questic act. If the F	quested pur lonneire. Ye MITEA proc	www.nt to nui bur response weeds with pi	thority veels	d to cooked	Matienal k t Hen MHT	ITACH ADDITIONAL! Highway Traffic Safety A 15A in determining wheti Highlion against a mess	let proj	pubsequent Insufactions

Form Approved: 0.M.k. No. 2127-8008 FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotline** Date Received Repository 🔲 Vehicle Owner's Questionnaire U.S. Department To Report Vehicle Sufety Defects of Transportation 1-888-DASH-2-DOT National Highway 25-AUG-2004 Reference No. (1-888-327-4236) Traffic Safety INTERNET:www.nhtsa.dot.gov/hotline 10068605 Administration OWNER INFORMATION (Type or Print) Done Number E-mail Address Кате Addres: Evening Telephone Number Zip Coq State Citγ BELLAIRE Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? or you exposize an isa to provide a copy of this report to the manufacturer of your vehicle? YES In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner Date **VEHICLE INFORMATION** 17 digit Vehicle Identifi---ocated at bottom of windshield on driver's side Make Model Model Year FORD **FOCUS** 1FAFP36331W 2001 Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: 02-JUL-01 PAT MCKEWON No: Cylinders 4 Gas Original Owner Dealer's City State Zio Code CHARLEVOIX <u>IX</u> Vehicle Component Code Transmission Type Antiock Brakes Powertrain 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH AUTOMATIC FRONT WHEEL DRIVE X Cruise Control Multiple Failure: 1 FAILED COMPONENT(S)/PART(S) INFORMATION Incident Date(s) Failure Mileage Fallure Speed 19-JUL-2004 5270D ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15) DOT No. (Example: DOTMALSARC036) Original Equipment Falter Location: Prior Repair Tire Component Code Tire Failure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Maker Date Manufactured: Model No./Name: Seat Type: Installation System: Child Seat Companent Code: Faled Part: APPLICABLE INCIDENT INFORMATION (Pleasa describe in detail the Incident(s), Fallure(s), Crash(as), and injury (les),) Number of Persons Injured Number of Deaths Crash Reported to Police Yes X No N Yes X No Narrative Description of Incident(5), Crash(es), and Injury (les). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available). AFTER OPENING THE RIGHT REAR DOOR AT A STORE I DROVE OUT OF THE PARKING LOT BEFORE THE DOOR CAME OPEN AND THE DOOR

LIGHT CAME ON. AFTER PARKING AGAIN I WAS NOT ABLE TO CLOSE THE DOOR, THE LATCH SEEMED TO BE STUCK IN THE OPEN POSITION. OPENING THE HANDLE, MOVING THE LATCH FORK BACK AND FORTH DID NOT ALLOW THE DOOR TO CLOSE. AFTER USING A SCREW DRIVER

TO PRY THE LATCH STAMPING IT RETURNED AND LATCHED THE DOOR CLOSED. I HAVE NOT OPENED THE DOOR SINCE, *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-578 This information is requested pursuant to authority yeared in the National Highway Traffic Selecty Act and autoequant Emeralments. You are under to obligation to respond this quantiforagin. Your response may be used to exact the thirds is determining whether a Massinchurgr
should take appropriate action to correct a safety defect. If the NITEs proceeds with administrative enforcement or litigation against a manufacturer, your response,
or a statistical summery thereof, may be used in support of the agency's action.

DOT Auto Safety Hotline

FOR AGENCY USE ON	LY 100148
Date Received	Repository 🗌
25-AUG-2004	Reference No. 10088570

U.S. Department of Transported				eport Vel	r's Que: hide šafe	ety Def		Date Re	cetved	Rapository 🗌				
Mational Highway Traffic Safety Administration		INT	E RN	(1-888	-DASH-2-1 8-327-423 nhtsa.dot	36)	25-	5-AUG-2004		ference No. 088570				
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City CLAY			—	State	NY Z	Zip Code			Evening	Telephone Number				
	• HHTS	A to provide	a cop	v of this re		manufa	cturer of ye	our veh	icle?		NO.	·		
Do you authorize In the absence of Signature of Own	of an evi	thorization, A	ih YS/	A WILL NO	ř provide yd	our nam	ie or addre:	ss to th Date	he vehicle	: manufacturer.	700			
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Original Own	er	Dealer's Cty	<i>,</i>			*	State	Zip C	ode		i			
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·	- m	(IBC CALL					Multiple F	Fallure;	. 1					
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Seat Type: Child Seat Compon	ent Cor			alled Part:	Installation	<u>System</u>	<u> </u>		· · · · · · · · · · · · · · · · · · ·					
allifik elippik seperapaya	Chit Acre	<u></u>		APP	ALICABLE D	MCIDEN	T INFORM	ÄTIO						
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Morrativa Descript Plasse describe (1 Le, perts repaired	I) event	te leading up l	to the	e failure, (2)) failure and	i its con	sequences,	and (3) what w	us done to correct ti	he fel	lure;		
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Include, if availab	le: Polic	e/Fire Depart	ment	Report. Phy	otos, and Re	epair Im	voice.		A7	TACH ADDITIONAL SIND STREET	SHEE	S IF NECESSARY		

amendments. You are under no obligation to respend this questionnelse. Your response may be used to assist the MTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the MTSA proceeds with a similarizative enforcement or Signific against a countriestance, your response, or a statistical assumery thereof, may be used in support of the against a action.

		DOT Auto Safety Hotline							FOR AGENCY USE ONLY 100148				
U.S. Department of Transportation Partional Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-858-DASH-2-DOT (1-888-327-4236) INTERNET:::www.nhisa.dot.gov/hotilne						Date Received		Repository [
									30	0-AUG-2004	Reference <i>No.</i> 10088936		
	Ó١	WHER INFOR	MATIC	Ж (Тур	e or Print	t)			<u> </u>		<u>. </u>	. daina.	
Neme]'	ne Number			
Address]	_:			
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On you authorize In the absence of Signature of Ow	r an aut	to provide in the top	a copy o IHTSA Y	of this re WILL NO	port to the T provide	e manuta Your nam	cturer of you ne as addre	ur vel ss to t Date	he vehici	□ YES menufacturer. X -/	l no		
					VEHB	CTE (MEO	RMATION						
17 digit Vehicle Ident Planting Number Located M 1FAFP3837YW				at bottom of windshield on driver's side			Make FORD			Model FOCUS		lodel Year 2000	
Date Purchased Dealer's Name WILLIAMS			me and '	and Telephone Number						Engine: No: Cylinders 4		Fuel Type: Gas	
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nddent Date(s) 7-AUG-2004	**												
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leke; Date Manufacture							d: Model No./Name:						
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ki Seat Compone	ent Code	: 	Falle	d Part:	1 2 2 4 - 1 -		:	,					
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	Crash Fire Number of Persons Injure Yes X No Yes X No 0						Number of Deaths 0			ed to Police			
	☐Ye			<u> </u>						<u>N</u>			

THE DOOR TO STAY CLOSED. I TRY NOT TO USE THIS DOOR EVEN NOW.*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Involce. ATTACH ADDITIONAL SHEETS IF NECESSARY The Privacy Act of 1974-Public Law 83-579 This information is requested pursuant to assist the National Highway Traffic Safety Act and subsequent amandments. You are under no obligation to respond this quantizansire. Your responds new because the HITEA in determining whether a Manufacturar should take expreparate syction to correct a safety defact. If the NATAA proceeds with adoptionative enforcement or Rigotion against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.